Quest User Manual - Final Draft

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1 Glossary of Terms

Terms	Descriptions
Quest	A self-serve online administration system of students and alumni
Student ID	An 8-digit numerical string issues to all applicants or students
UW ID	An identification string for user authentication
Course	A unit of study relating to a specific academic discipline and identified by a Subject Code and Course Number
Class	A particular offering of a course. Identified by the course description, section, and term.
NP	Navigation panel - The left side of Quest containing links to different sections
MP	The main panel - The centre and right side of Quest containing the current section
SC	Subject Code - The 2 letter abbreviation of a subject eg. "CS"
CN	Course Number- The 3 digit number used to identify a course within a subject, eg "445", in "CS 445"
Section	The 3-digit number that identifies a particular section of a course , eg. LEC *001*

2 Convention

Italicized texts are used to indicate user interface widgets.

Click *Button Name* – Move the mouse cursor over the interface widget with *Button Name*. Click the left mouse button.

3 Introduction

Quest is use by more than 30,000 people. It is used for information, subscription etc... but it is also used by sensitive department like the financial department...
So, Quest has to be clear, easy to use, reliable and safe. So, one of our ideas is to add a system that should add a waiting time between wrong passwords for login, in order to add more safety against malicious users or robots...
We also separated navigation from information by including a navigation panel on the left side on every page. Every part of the site is thus only two or three clicks away, and less information needs to be loaded on each click.
We removed some confusing language regarding terms and classes. There are no 'term numbers' like 1089, only full text strings such as Winter 2009. There are no class numbers either, as classes can be uniquely identified by a term, course number, and section. Class lookup has been made easier by allowing partial string matching, similiar to the system already on the registrar's site under "Schedule of Classes". Enrollment and pre-enrollment are both accessed through a generic enrollment page, since the terms that are available for pre-enrollment and terms available for enrollment are disjoint sets. Degree checklists have been integrated into Quest, automatically checking your completed classes against a program's requirements. We also combined collapsed some pages that were very sparse into single pages, like the portfolio pages.
But only one term is not a lot of time for requirement and specifications of Quest, in comparison with the 5 years (between 1996 and 2001) So, that is the reason why we don't propose big changes.

4 Assumptions

You, the user, are assumed to have operational knowledge of the web browser. The web browser must not block new windows from being spawned by Quest. Quest will work on standard browsers: IE, Firefox, Safari, Chrome, and will endeavour to work on new browsers that come about.

Quest will not reject any browser using a different language or locale setting.

5 Use Cases

All the manipulations in a use case are based on the assumption that Quest is running and you are logged in unless otherwise specified.

5.1 Logging into Quest

5.1.1 Logging in for the first time

When you use Quest for the first time, you will see page similiar to figure 1:

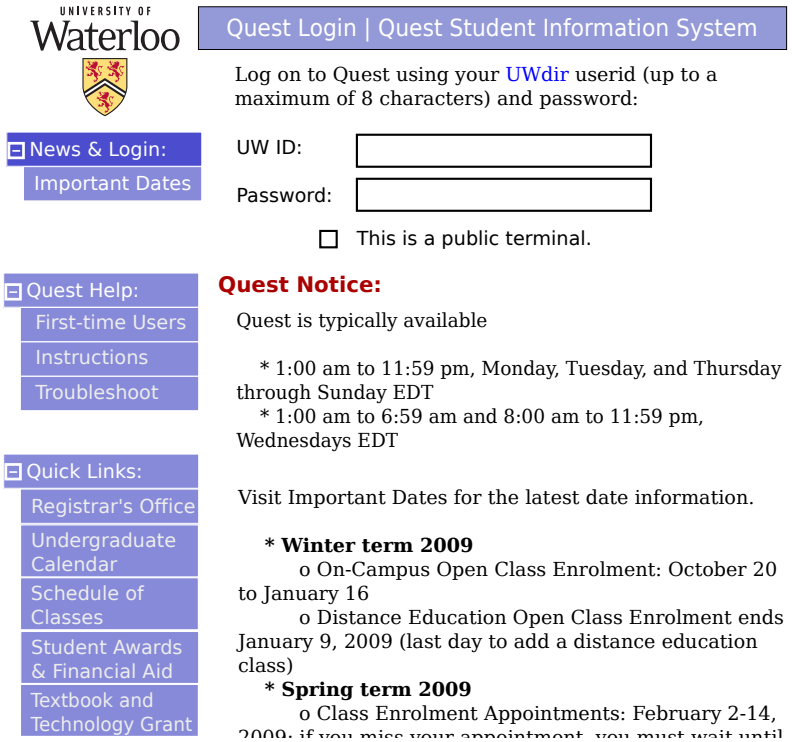
UNIVERSITY OF Waterloo
Quest Login | Quest Student Information System
Log on to Quest using your UWdir userid (up to a maximum of 8 characters) and password:
News & Login:
Important Dates
UW ID:
Password:
This is a public terminal.
Quest Help:
First-time Users
Instructions
Troubleshoot
Quest Notice:
Quest is typically available
* 1:00 am to 11:59 pm, Monday, Tuesday, and Thursday through Sunday EDT
* 1:00 am to 6:59 am and 8:00 am to 11:59 pm, Wednesdays EDT
Quick Links:
Registrar's Office
Undergraduate Calendar
Schedule of Classes
Student Awards & Financial Aid
Textbook and Technology Grant
Visit Important Dates for the latest date information.
* Winter term 2009
o On-Campus Open Class Enrolment: October 20 to January 16
o Distance Education Open Class Enrolment ends January 9, 2009 (last day to add a distance education class)
* Spring term 2009
o Class Enrolment Appointments: February 2-14,

Figure 1: Login screen

Quest requires authentication for security purposes, so you must activate your UW ID and password by giving the following information after clicking on the link activate your user ID and password:

- Your last time
- Your birth date
- Your Student ID

After you have obtained your password, you can log on to Quest by typing your UW ID and password, and clicking [Log on].

5.1.2 Logging In

• Enter your UW ID in the UW ID text field and your password in the password field. Click [Log on].

• If the authentication fails, you will be prompted for your UW ID and password again. You will have the option to contact Quest staff if you have forgotten your password.

If the authentication information is correct, you will be directed to the first page in Quest.

If you are a prospective student, you will see a page similiar to figure 2:

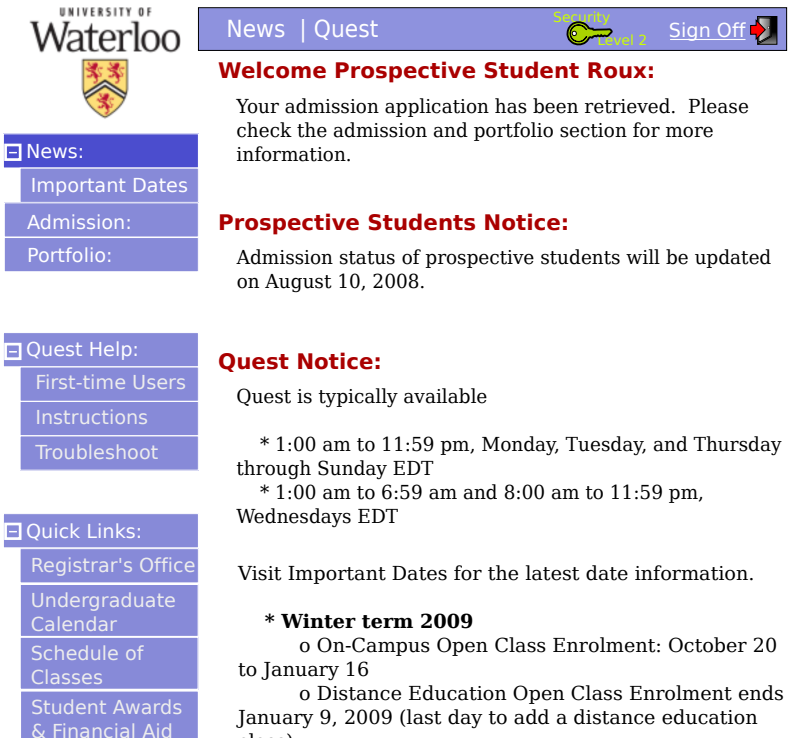
UNIVERSITY OF
Waterloo
News | Quest
Security
Level 2
Sign Off
Welcome Prospective Student Roux:
Your admission application has been retrieved. Please check the admission and portfolio section for more information.
News:
Important Dates
Admission:
Portfolio:
Prospective Students Notice:
Admission status of prospective students will be updated on August 10, 2008.
Quest Help:
First-time Users
Instructions
Troubleshoot
Quest Notice:
Quest is typically available
* 1:00 am to 11:59 pm, Monday, Tuesday, and Thursday through Sunday EDT
* 1:00 am to 6:59 am and 8:00 am to 11:59 pm, Wednesdays EDT
Quick Links:
Registrar's Office
Undergraduate Calendar
Schedule of Classes
Student Awards & Financial Aid
Visit Important Dates for the latest date information.
* Winter term 2009
o On-Campus Open Class Enrolment: October 20 to January 16
o Distance Education Open Class Enrolment ends January 9, 2009 (last day to add a distance education

Figure 2: First page for prospective student

If you are an undergraduate or graduate student, you will see a page similiar to figure 3:

After you have logged onto Quest, a page similar to figure 3 or 2 is always the first page you see when you entered Quest even after you terminated your browser session, unless *This is a public terminal* was checked. If you don't cheked it, another user can have access to your account, even if (with the security level 2) he can't modify your informations. If you do not wish to return to your Quest session, click *log off completely* to exit Quest completely.

5.1.3 Navigating Quest

You can expend the items on the left panel by clicking on the minus (+) sign or the text. For example, when *Academic* is expanded, *Enrollment*, *See Grades*, *View Advisor*, and *Degree Checklist* will be displayed. This expansion will persist until the item is collapsed by clicking on the minus (-) sign or the text. See figure 4 for illustration.

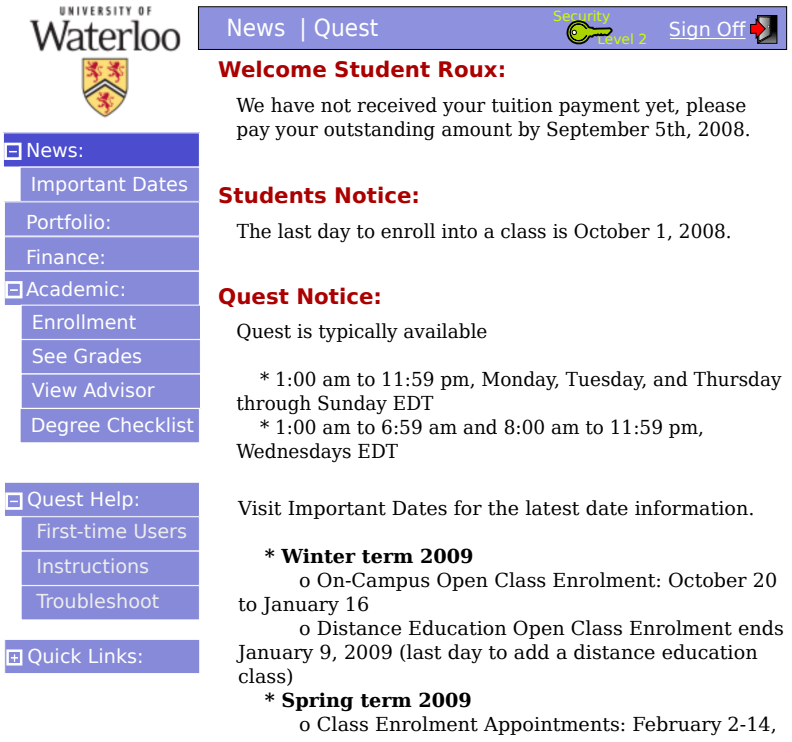
UNIVERSITY OF
Waterloo
News | Quest
Security Level 2
Sign Off
Welcome Student Roux:
We have not received your tuition payment yet, please pay your outstanding amount by September 5th, 2008.
Students Notice:
The last day to enroll into a class is October 1, 2008.
Quest Notice:
Quest is typically available
* 1:00 am to 11:59 pm, Monday, Tuesday, and Thursday through Sunday EDT
* 1:00 am to 6:59 am and 8:00 am to 11:59 pm, Wednesdays EDT
Visit Important Dates for the latest date information.
* Winter term 2009
o On-Campus Open Class Enrolment: October 20 to January 16
o Distance Education Open Class Enrolment ends January 9, 2009 (last day to add a distance education class)
* Spring term 2009
o Class Enrolment Appointments: February 2-14,
News:
Important Dates
Portfolio:
Finance:
Academic:
Enrollment
See Grades
View Advisor
Degree Checklist
Quest Help:
First-time Users
Instructions
Troubleshoot
Quick Links:

Figure 3: First page for current student

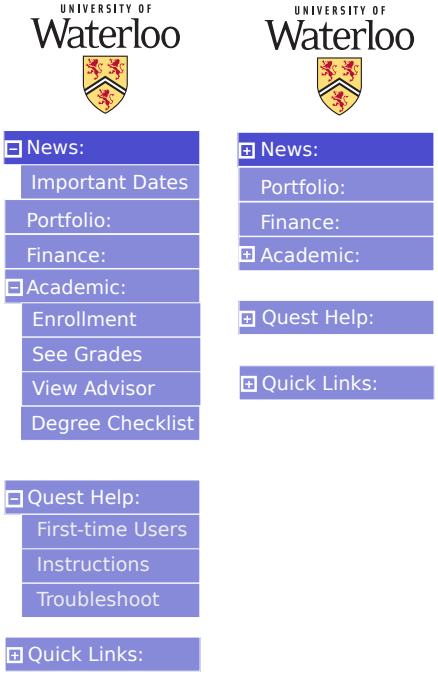

Figure 4: Navigation menu collasped

5.2 Viewing and modifying your academic information

Click on *Academic* in the NP. The following use cases assume this to have been done already.

5.2.1 View term enrollments

Click on *Enrollment* in the NP to see the following screen in figure 5.

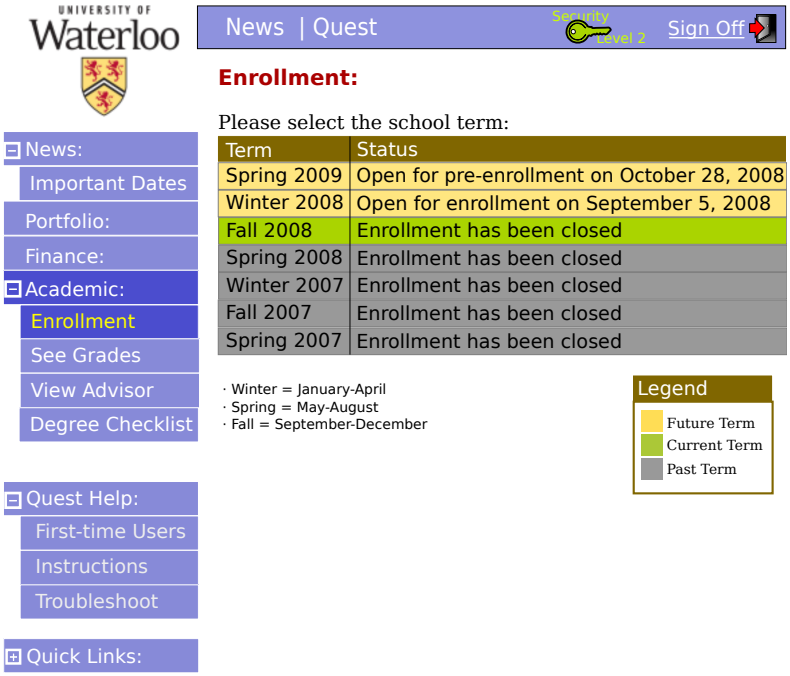

Figure 5: Enrollment main page

Each past term is coloured gray, whereas the current term is coloured green. Each future term is coloured blue. A term that have enrollment appointment open is coloured red. A term that have pre-enrollment appointment open is coloured pink.

- Viewing a past term will show the class schedule of that term in the MP as displayed in figure 6.
- Viewing a future or current term will show the class schedule of the term if you have classes enrolled as displayed in figure 7.
- If you have no classes for the specified term, a message "No enrolled classes" will be displayed in the MP as displayed in figure 8.
- If you are within the open enrollment period, you can also add, drop, or change courses by clicking on the *Add course*, *Drop course* or *Change course* button.

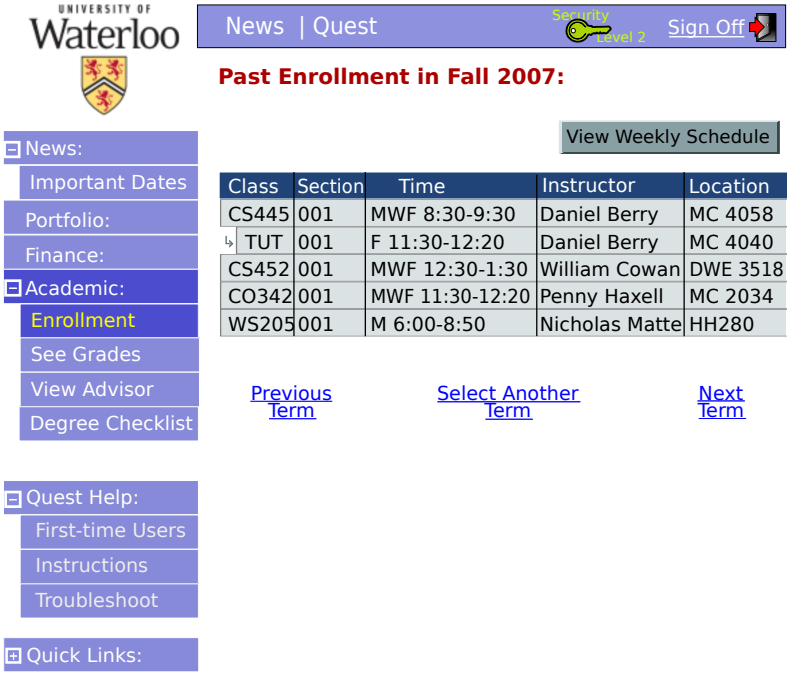

Figure 6: Past term enrollment

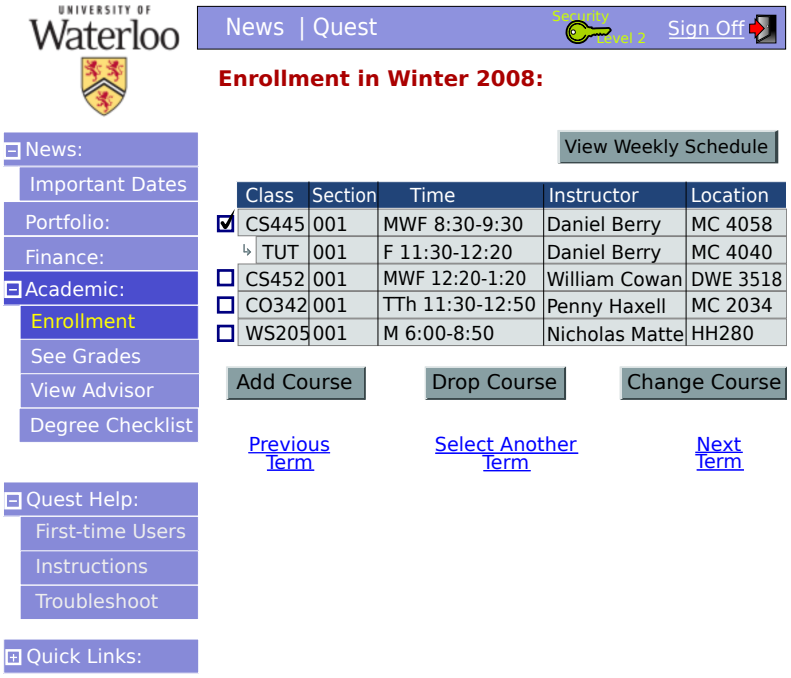

Figure 7: Current term enrollment

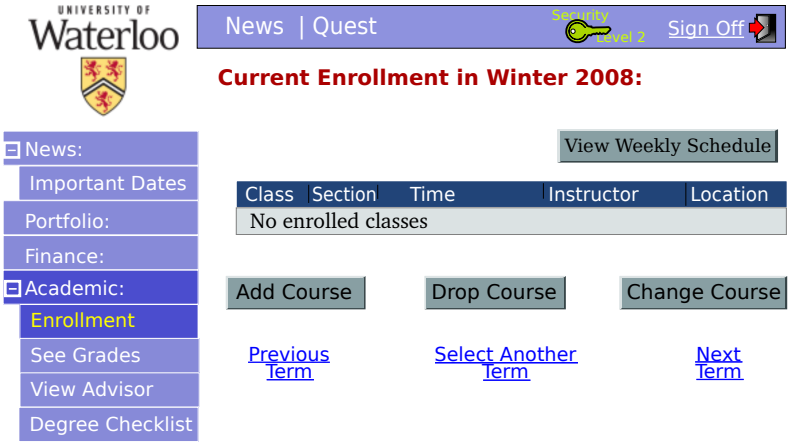

Figure 8: Current term enrollment with no classes

5.2.2 Pre-enroll for classes

1. View term Enrollments. Click on a future term in the MP that is open for pre-enrollment. A page simliar to figure 9 to be displayed.

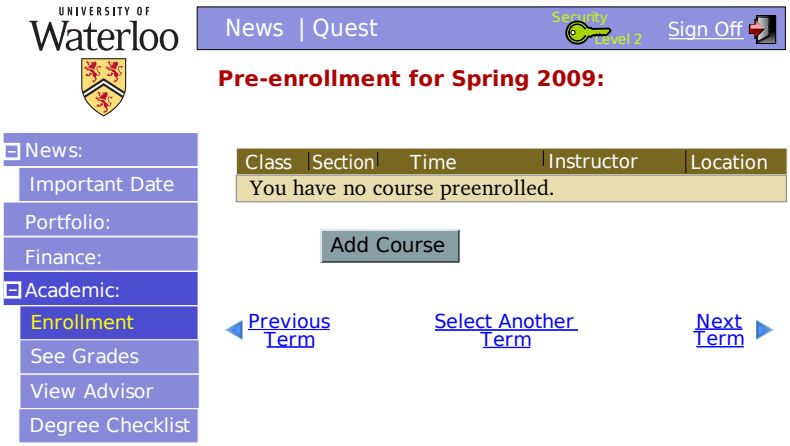

Figure 9: Pre-enrollment with no class

2. Click on *Add course* to see the following in figure 10 in the MP.
3. Enter the subject of the course you wish to add.
   - By typing in the SC in the text field.
   - By clicking the drop down list arrow to the right of the subject text field and clicking on a SC in the list.
4. Enter the CN of the course you wish to add.

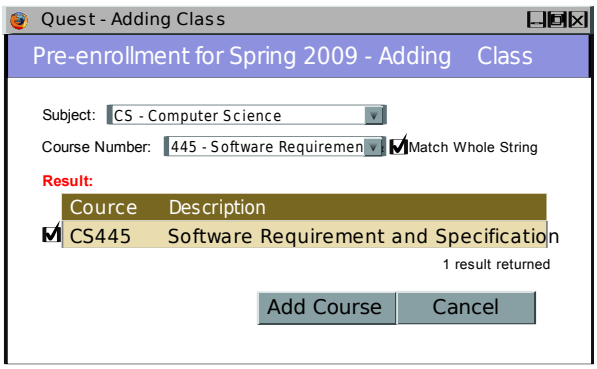

Figure 10: Pre-enrollment add course dialog window

- By typing in the CN in the text field.
- If *Match whole string* is selected, a drop down arrow will appear. By clicking the drop down list arrow to the right of the CN text field and clicking on a CN in the list. The drop down list will contain valid CNs for the specified subject, or nothing if no subject has been selected.
- If *Match whole string* is not selected, quest will search for all course with the specified subject that match part of the given CN, like in figure 11.

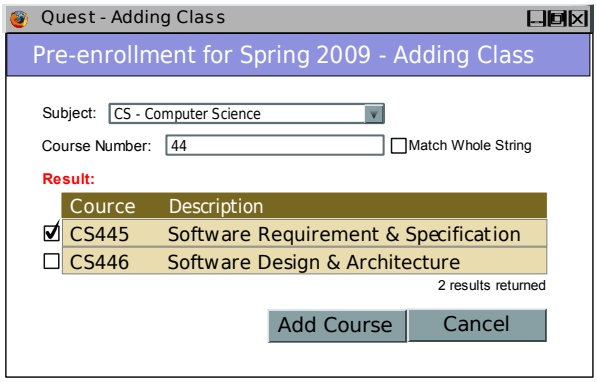

Figure 11: Pre-enrollment with match whole string disabled

5. Click *Add*. The specified course will be added to the term enrollment screen.
   - If the specified course is not valid, a message will appear saying "The specified course is not valid".
6. Repeat above until all courses you wish to pre-enroll into have been selected.
7. Rank the courses you have selected in order of importance.

You can rank the importance of each course by selecting the rank from the drop down list on the right side of the course list. The rank starts from 1 to n, where n = the number of courses. Rank 1 has the highest priority and will always be selected when the course is being offered regardless of your other course selections. Rank n has the lowest priority. For class a with rank n, a may not be selected when any of your other courses conflicts with a. An example is given in figure 12

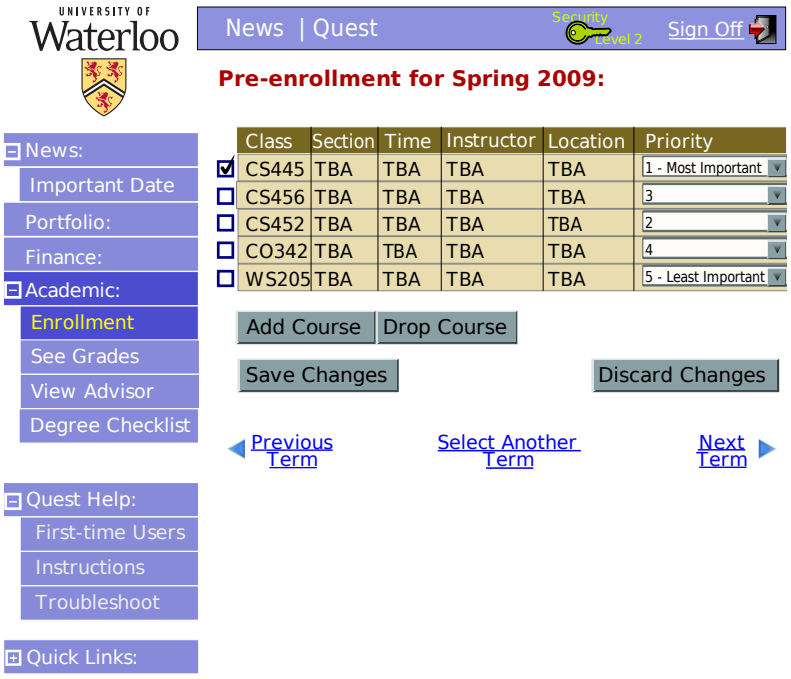

Figure 12: Pre-enrollment main screen returned with changes

8. Click *Save changes* to confirm pre-enrolling in the courses you have selected or *Discard Changes* to discard the changes.

5.2.3 Drop a pre-enrolled course

1. View term Enrollments. Click on a future term in the MP that is open for pre-enrollment.
2. From the list of pre-enrolled courses in the MP, select a course to drop.
3. Click *Drop course*
4. Repeat for all courses you wish to drop.
5. Click *Save Changes* to confirm dropping the course or *Discard Changes* to undo dropping the course.

5.2.4 Enroll in a Class

1. View term enrollments. Click on a current or future term that is open for enrollment. A page similiar to figure 8 will be displayed.

2. Press *Add course* to enter the add course interface on a pop-up window.

3. In the pop-up window, enter the subject of the class you wish to add.

   - By typing in the SC in the text field.
   - By clicking the drop down list arrow to the right of the subject text field and clicking on a SC in the list.

4. Enter the CN of the class you wish to add.

   - By typing in the full CN in the text field and selecting *Match whole string*.
   - By typing in a partial CN and not selecting *Match whole string*.
   - By clicking the drop down list arrow to the right of the CN text field and clicking on a CN in the list. The drop down list will contain valid CNs for the specified subject, or nothing if no subject has been selected.

5. Select a class section in the list of available classes that match your search terms as illustrated in figure 13

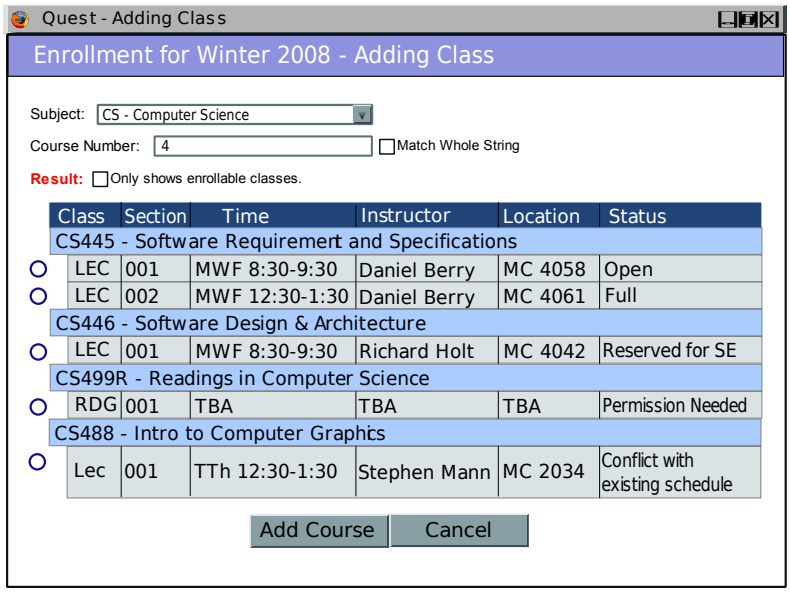
Quest - Adding Class
Enrollment for Winter 2008 - Adding Class
Subject: CS - Computer Science
Course Number: 4
Match Whole String
Result: Only shows enrollable classes.
Class | Section | Time | Instructor | Location | Status
CS445 - Software Requirement and Specifications
LEC | 001 | MWF 8:30-9:30 | Daniel Berry | MC 4058 | Open
LEC | 002 | MWF 12:30-1:30 | Daniel Berry | MC 4061 | Full
CS446 - Software Design & Architecture
LEC | 001 | MWF 8:30-9:30 | Richard Holt | MC 4042 | Reserved for SE
CS499R - Readings in Computer Science
RDG | 001 | TBA | TBA | TBA | Permission Needed
CS488 - Intro to Computer Graphics
Lec | 001 | TTh 12:30-1:30 | Stephen Mann | MC 2034 | Conflict with existing schedule
Add Course
Cancel

Figure 13: Enrollment add course dialog window

- If the class is full, you will see it marked as *FULL*.

- If the class's schedule will conflict with existing enrolled courses, you will see it marked as *CONFLICT WITH EXISTING CLASS*.
- If the class is reserved, you will see it marked as *RESERVED*.
- If enrolling in the class requires additional permission, the class will be marked as *PERMISSION NEEDED*.

You may also reduce the list of classes by selecting *Only display enrollable classes* to only show classes that you may immediately enroll in.

6. Select an associated test or tutorial section for, if you desire. The list of possible test or tutorial sections will appear below the class. Depending on if the selected class has test or tutorial sections, this list may or may not appear. Some classes require a test or tutorial section to be selected, as illustrated in figure 14

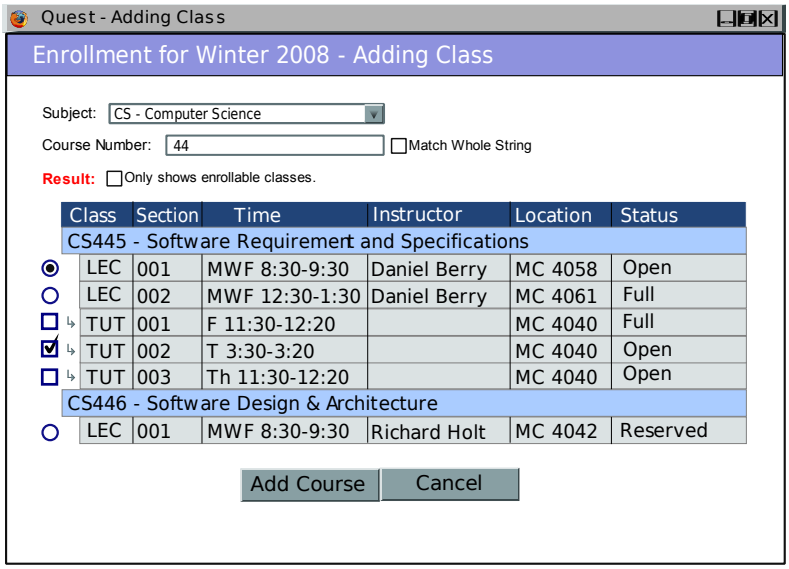
Quest - Adding Class
Enrollment for Winter 2008 - Adding Class
Subject: CS - Computer Science
Course Number: 44
Match Whole String
Result:
Only shows enrollable classes.
Class | Section | Time | Instructor | Location | Status
CS445 - Software Requirement and Specifications
LEC | 001 | MWF 8:30-9:30 | Daniel Berry | MC 4058 | Open
LEC | 002 | MWF 12:30-1:30 | Daniel Berry | MC 4061 | Full
TUT | 001 | F 11:30-12:20 | | MC 4040 | Full
TUT | 002 | T 3:30-3:20 | | MC 4040 | Open
TUT | 003 | Th 11:30-12:20 | | MC 4040 | Open
CS446 - Software Design & Architecture
LEC | 001 | MWF 8:30-9:30 | Richard Holt | MC 4042 | Reserved
Add Course
Cancel

Figure 14: Enrollment add course dialog window with lecture and tutorial selected

7. Click the *Add Class* button that appears once your desired class has been selected.
8. A page similiar to figure 15 to be displayed. Review your class schedule that appears after adding the class.
9. Click *Save Changes* to make the changes to your schedule permanent or click *Discard Changes* to discard the changes.

5.2.5 Swap classes

1. View term enrollments. Click on a current or future term that is open for enrollment.

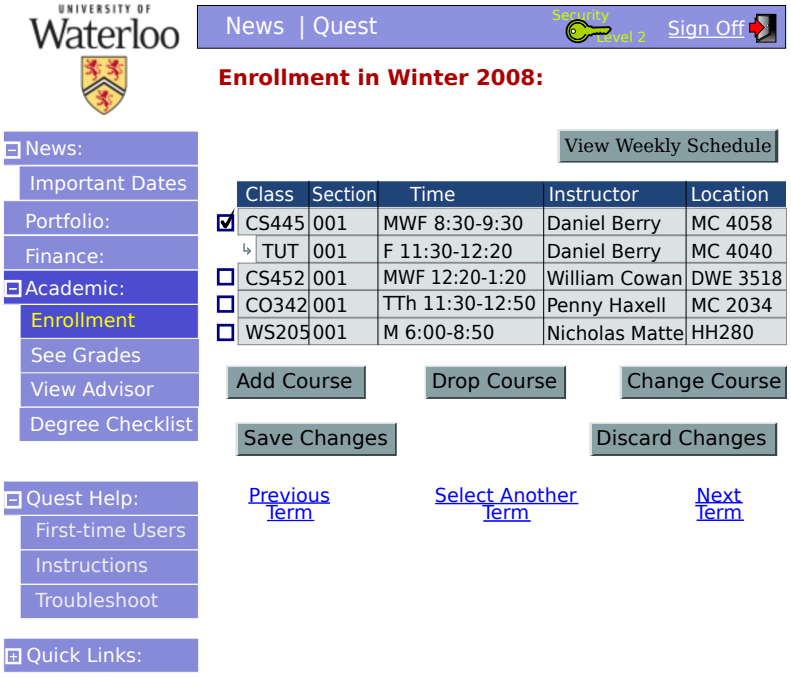

Figure 15: Enrollment returned with changes

2. Select the class you wish to swap out.
3. Click *Swap class*.
4. Choose a class to swap into, just as you would if you were enrolling in a class.
5. Click *Swap class* to swap the class and return to the term enrollment screen.
6. Repeat for all classes you wish to swap.
7. Click *Save Changes* to confirm swapping your classes or click or *Discard Changes* to undo the class swap.

5.2.6 Drop classes you have enrolled in

1. View term enrollments. Click on a current or future term that is open for enrollment.
2. Select the classes you wish to drop
3. Click *Drop class*.
4. Click *Save Changes* to confirm dropping the classes you have selected or *Discard Changes* to undo dropping the classes.

5.2.7 View your weekly schedule

1. View term enrollments. Click on a term that has classes enrolled in.

2. Click *View Weekly Schedule* to see a screen similiar to figure 16.

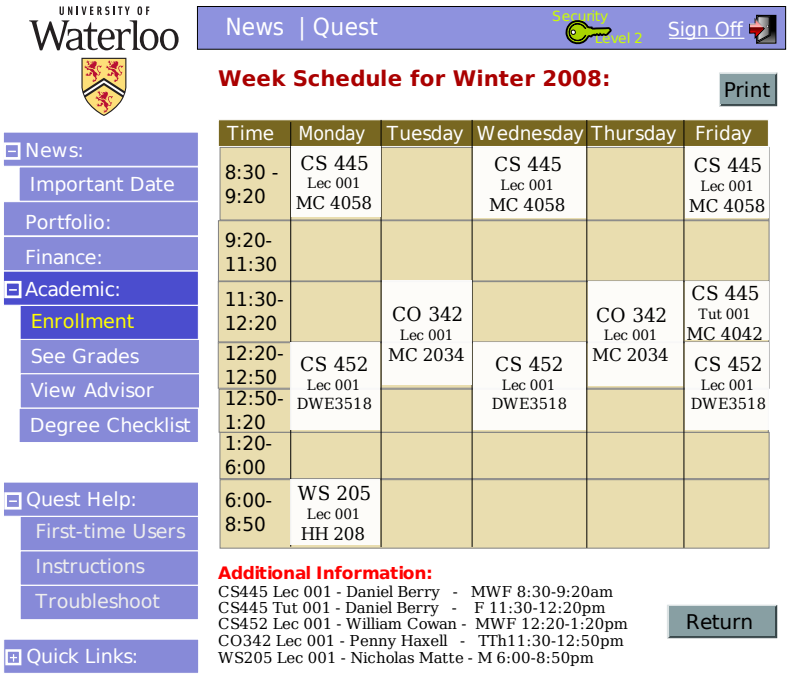

Figure 16: Weekly schedule

The schedule reflects the class schedule displayed on the enrollment page, including changes you have made but not saved.

5.2.8 View your grades for a class

1. Select *View Grades* in the NP to see a list of terms you have completed classes in as illustrated in figure 17. Beside each term is your GPA fand the number of credits you received for that term.

2. Select the term of the individual class you wish to view, and see a page similiar to figure 18.

You may see the details of the previous term or next term by clicking on the *Prev Term* or *Next Term* button respectively.

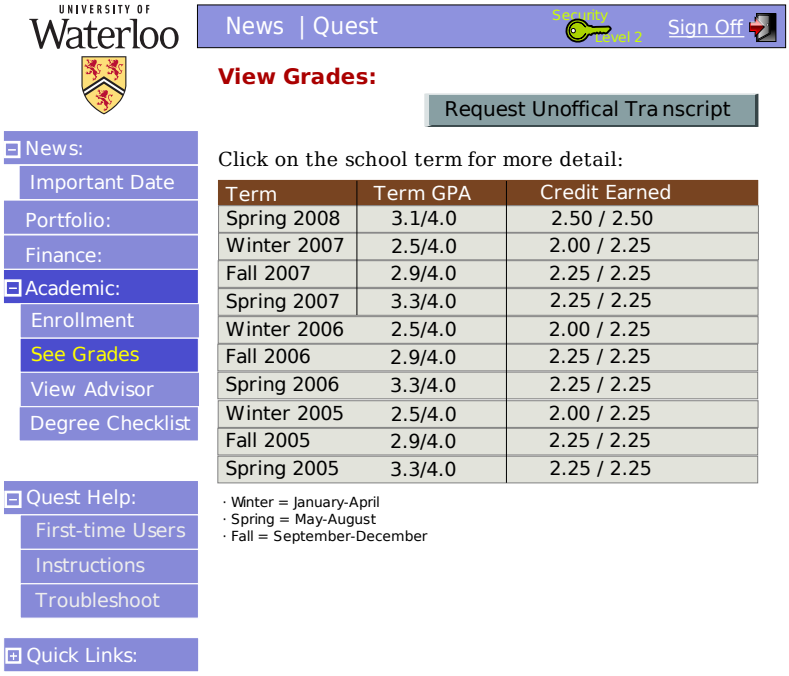
UNIVERSITY OF
Waterloo
News | Quest
Security Level 2
Sign Off
View Grades:
Request Unoffical Transcript
News:
Important Date
Portfolio:
Finance:
Academic:
Enrollment
See Grades
View Advisor
Degree Checklist
Quest Help:
First-time Users
Instructions
Troubleshoot
Quick Links:
Click on the school term for more detail:
Term | Term GPA | Credit Earned
Spring 2008 | 3.1/4.0 | 2.50 / 2.50
Winter 2007 | 2.5/4.0 | 2.00 / 2.25
Fall 2007 | 2.9/4.0 | 2.25 / 2.25
Spring 2007 | 3.3/4.0 | 2.25 / 2.25
Winter 2006 | 2.5/4.0 | 2.00 / 2.25
Fall 2006 | 2.9/4.0 | 2.25 / 2.25
Spring 2006 | 3.3/4.0 | 2.25 / 2.25
Winter 2005 | 2.5/4.0 | 2.00 / 2.25
Fall 2005 | 2.9/4.0 | 2.25 / 2.25
Spring 2005 | 3.3/4.0 | 2.25 / 2.25
· Winter = January-April
· Spring = May-August
· Fall = September-December

Figure 17: Grades summary

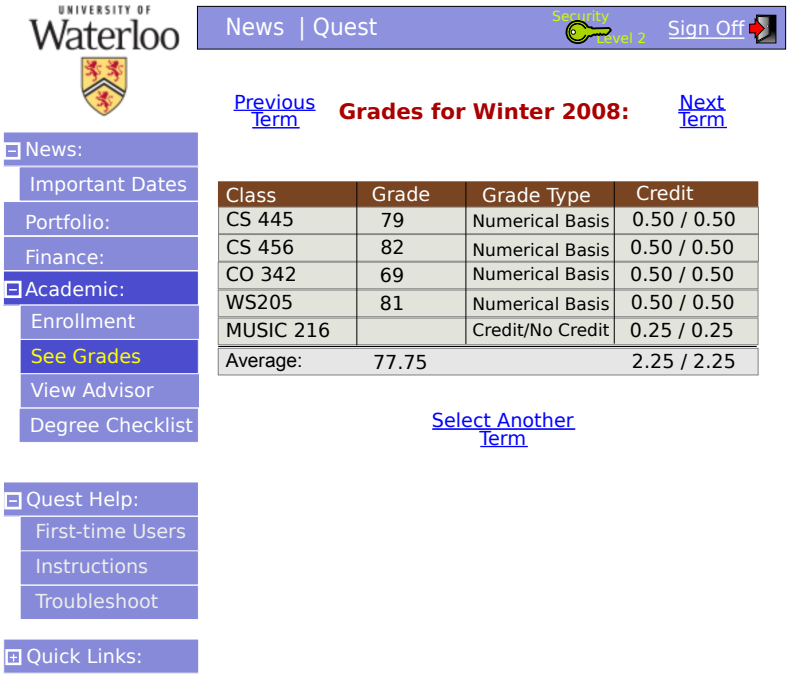

Figure 18: Grade details for the selected term

5.2.9 Request Unofficial Transcript

1. Select *View Grades* in the NP.

2. Select the *Request Unofficial Transcript* button in the top right of the MP. An hourglass will replace the button as illustrated in figure 19.

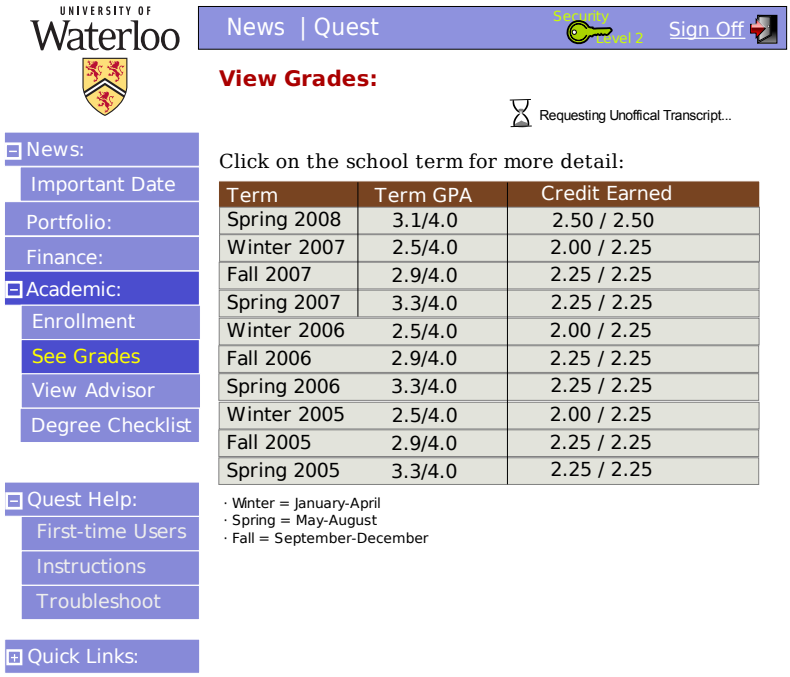
UNIVERSITY OF
Waterloo
News | Quest
Security level 2
Sign Off
View Grades:
Requesting Unoffical Transcript...
News:
Important Date
Portfolio:
Finance:
Academic:
Enrollment
See Grades
View Advisor
Degree Checklist
Quest Help:
First-time Users
Instructions
Troubleshoot
Quick Links:
Click on the school term for more detail:
Term | Term GPA | Credit Earned
Spring 2008 | 3.1/4.0 | 2.50 / 2.50
Winter 2007 | 2.5/4.0 | 2.00 / 2.25
Fall 2007 | 2.9/4.0 | 2.25 / 2.25
Spring 2007 | 3.3/4.0 | 2.25 / 2.25
Winter 2006 | 2.5/4.0 | 2.00 / 2.25
Fall 2006 | 2.9/4.0 | 2.25 / 2.25
Spring 2006 | 3.3/4.0 | 2.25 / 2.25
Winter 2005 | 2.5/4.0 | 2.00 / 2.25
Fall 2005 | 2.9/4.0 | 2.25 / 2.25
Spring 2005 | 3.3/4.0 | 2.25 / 2.25
· Winter = January-April
· Spring = May-August
· Fall = September-December

Figure 19: Transcript is being requested.

3. Wait until a new window with your unofficial transcript appears in a pop-up window. You may continue to do other activities while the request is pending.

4. When the transcript is ready, a new pop-up window similiar to figure 20 will be displayed.

5.2.10 View your advisor

• Click *View Advisor* to see your advisor's information listed in the MP as illustrated in figure 21.

• If you have no advisor available, you will see a page similiar to figure 22 instead.

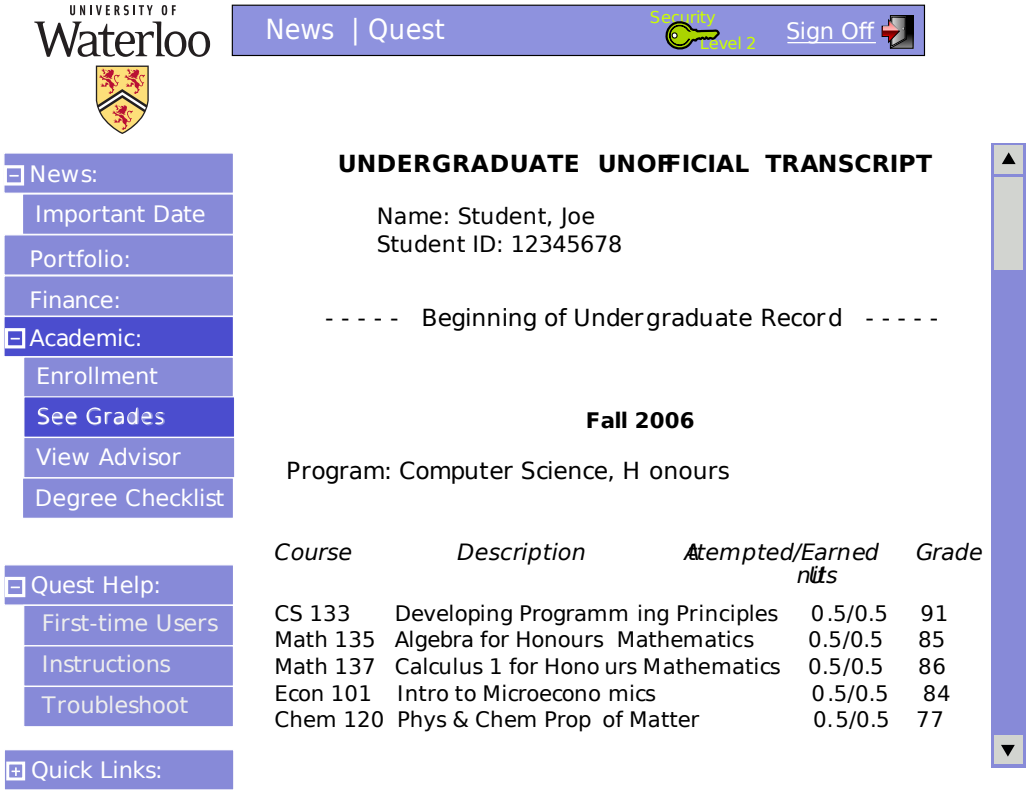

Figure 20: The unoffical transcript spawned on a new window.

Figure 21: View advisor screen.

Figure 22: View advisor screen with no advisor assigned.

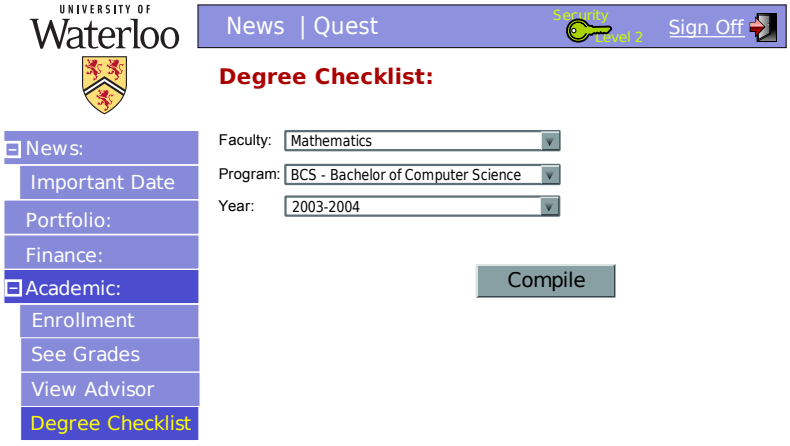

Figure 23: Degree checklist selection page.

5.2.11 View your degree checklist

1. Select *Degree Checklist* in the NP to see the screen similiar to figure 23.

   Drop down lists with your current faculty, program, and years will be automatically filled out with your current information. However, you may select other program and years by clicking on the drop down box on the right, which will display a last of program and years respectively. Alternatively, you can type in your program and year manually to the textbox, and Quest will attempt to auto-complete the text for you.

2. Click *Compile* to see your selected degree checklist.

3. The compiled checklist similiar to figure 24 will appear on a new pop-up window.

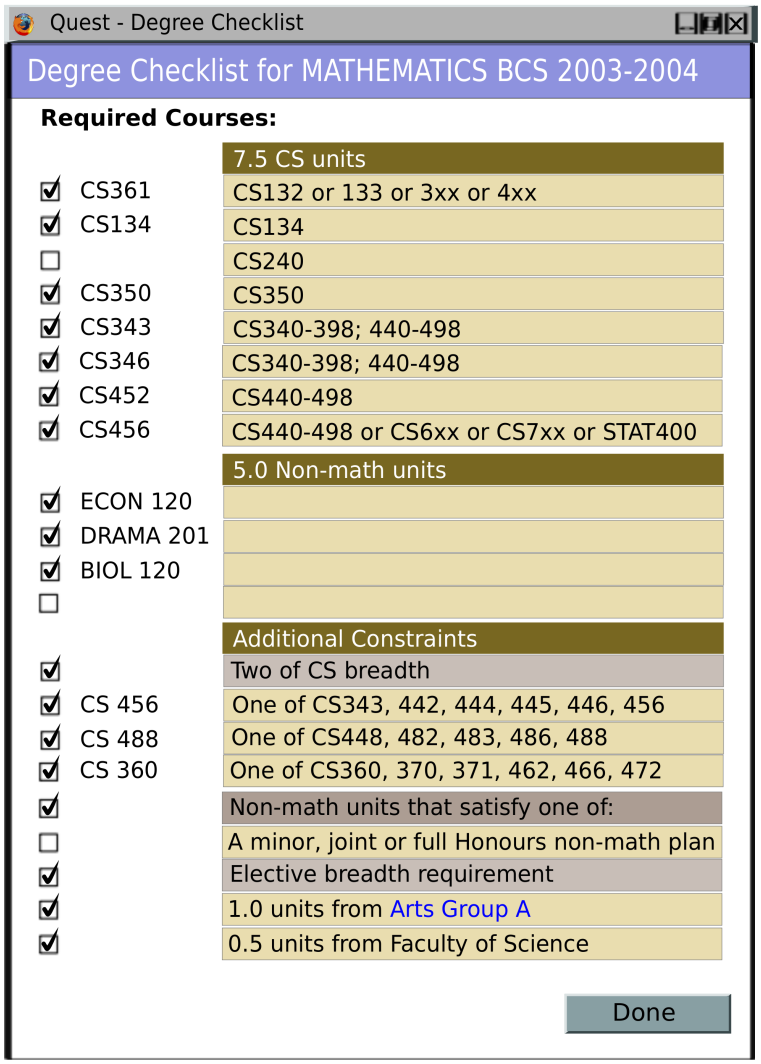

Figure 24: Degree checklist result.

5.3 View your admission information

The admissions navigation bar is only displayed when the student is applying to the university. When you click on *Admissions* in the NP, the following screen will be displayed. The following use cases assume this to have been done already.

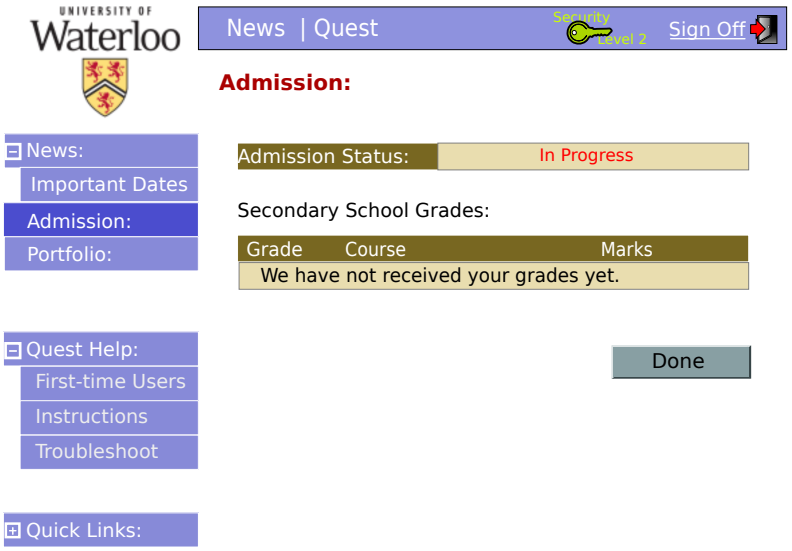

Figure 25: Admission page with no grade received.

- If no grades has been received from your secondary school yet, a page similiar to figure 25 will be displayed.

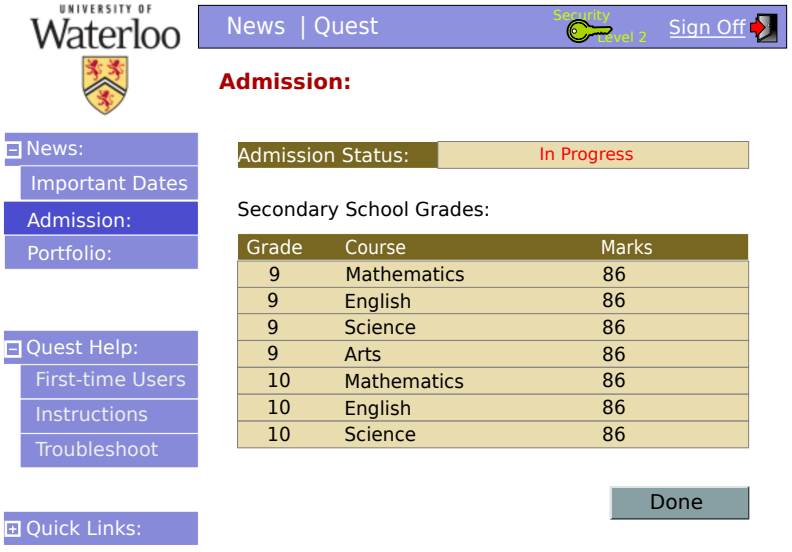

Figure 26: Admission page with grades received.

- If there are grades received from your secondary school, click *view* to see the information on a page similiar to figure 26.

5.4 View and change your personal information

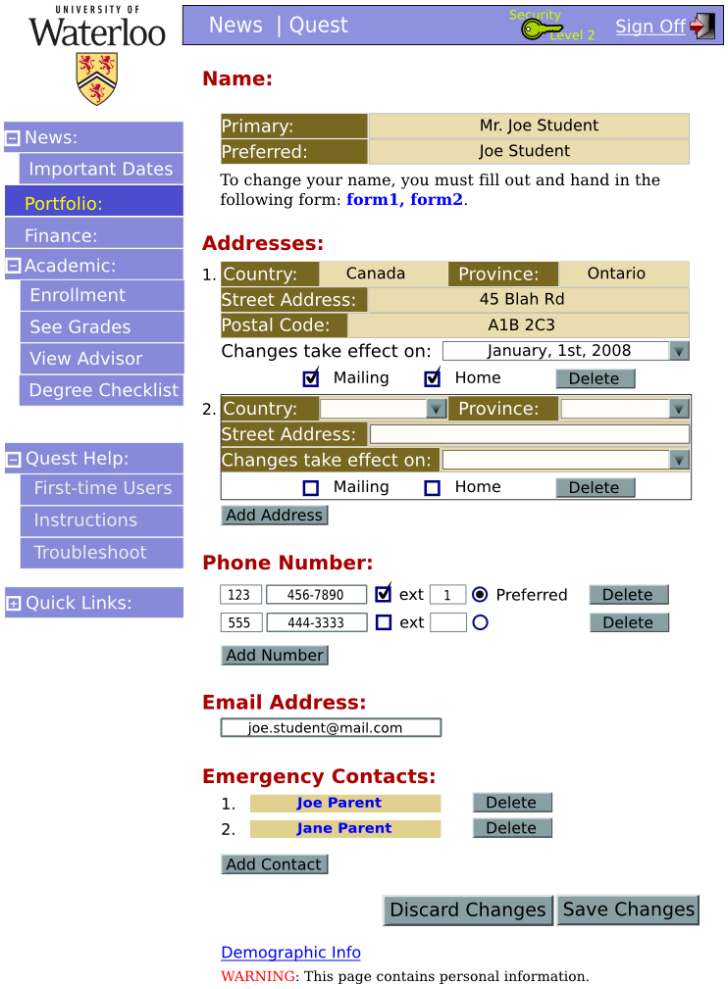

Figure 27: Portfolio page.

Click *Portfolio* in the NP to see a screen similiar to figure 27 in the MP. The following use cases assume this to have been done already.

After any changes are made, either addition or deletion, you must click *SAVE CHANGES* in the bottom right to make the changes permanent.

5.4.1 Change your name

• Click *change name form*. This is a link to a pdf file that you must fill out and hand in to the school.

5.4.2 Change your address(es)

1. Click the address in the MP you wish to change under the "Address" label.
2. Type your changes in the text fields, for example, country, street, postal code, etc.
3. Click the *Mailing* or *Home* button to make the selected address the mailing or home address respectively.

Figure 28: Changing an address in the portfolio page.

4. Click the down arrow by the "changes take effect on" field to display a calendar. Click the date in the calender to specify which day the address will be taking effect on, as illustrated in figure 28.

5.4.3 Add an address

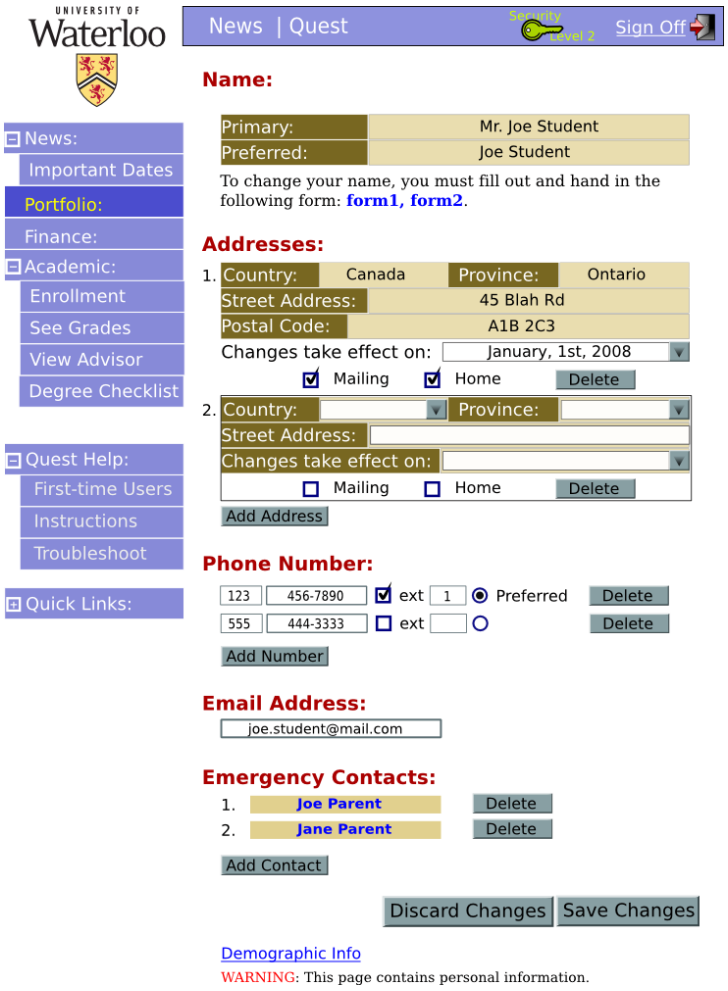

Figure 29: Adding address in the portfolio page.

1. Click *Add Address* to create a new address section, with blank information as illustrated in figure 29.

2. Continue as in Changing your address.

5.4.4 Delete an address

• Click the *delete* button beside the address in the MP you wish to delete as illstrated in figure 30.

Figure 30: Deleting address in the portfolio page.

5.4.5 Edit a phone number

1. Click the phone number you wish to edit in the MP.
2. Enter the new information in the text field.
    - Select the text field to change with the mouse and enter the information.
    - Select the text field to change by pressing the tab key to shift the selected text field in order from area code to number to extension, then enter the information.
3. Select whether or not the phone number is the preferred number by clicking the *preferred* radio button.

5.4.6 Delete a phone number

• Click *delete* beside the number you wish to delete. Deleting a number will remove the row from the portfolio screen as illustrated in figure 31.

If the preferred phone number is deleted, the first number left in the list will become the preferred number, if there is one.

5.4.7 Add a phone number

1. Click *Add #*. Adding a number will create a new blank row for a phone number, with the text field for the area code having the focus (ready for input).
2. Add the phone number information as in Change a phone number, as illustrated in figure 29

5.4.8 Change email address

1. Click on the email address field in the MP.
2. Type in the new email address as illustrated in figure 28.

5.4.9 Change emergency contact information

1. In the MP, click on the emergency contact whose information you wish to change to bring up a new screen similiar to figure 34.
2. Click the text field to select the information to change,
3. Enter your changes
4. If you wish, check the radio button to make the contact have the same address as you.

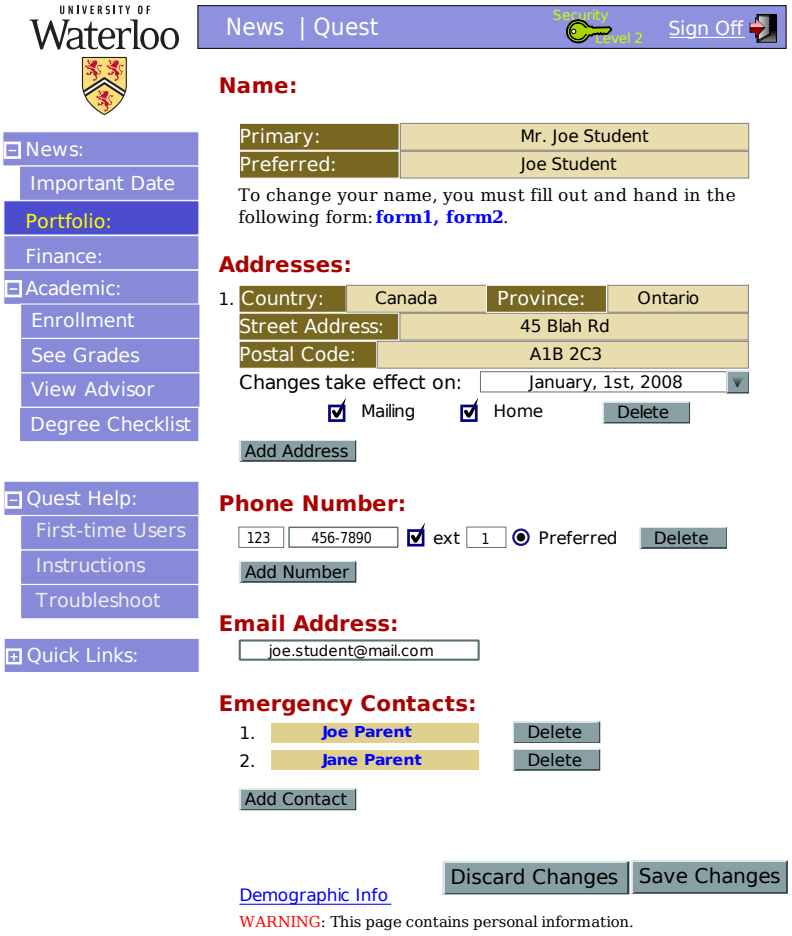

Figure 31: Deleting phone number in the portfolio page.

Figure 32: Adding phone number in the portfolio page.

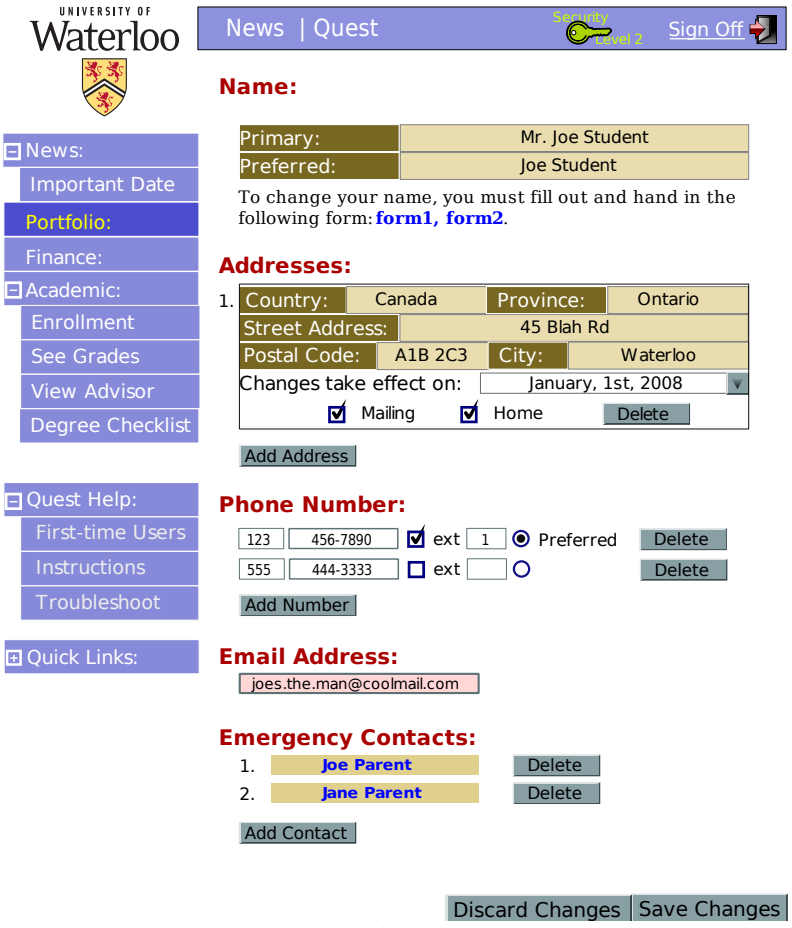

Figure 33: Changing the email in the portfolio page.

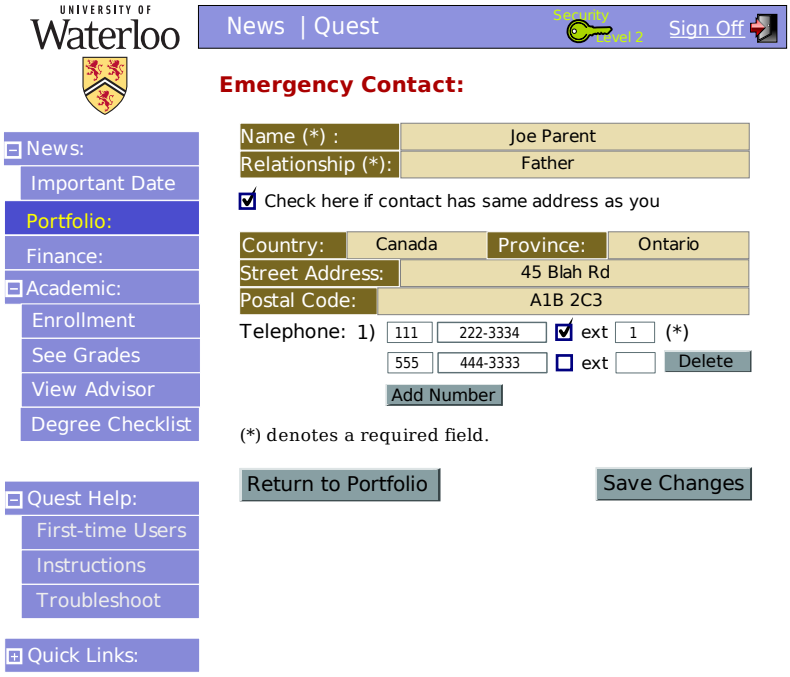

Figure 34: Emergency contact page in the portfolio.

5. Add any additional phone numbers by clicking *Add phone #* and adding the phone number information.

6. Click *RETURN TO PORTFOLIO* to return to the portfolio page.

5.4.10 Add an emergency contact

1. Click *Add Contact* in the MP to bring up a new screen.

2. Fill out the contact information as in Change emergency contact information.

5.4.11 Delete an emergency contact

• Click *delete* beside the emergency contact you wish to delete.

5.4.12 View your demographic information

1. Click *Demographic Info*. Warning, this page will show personal information.

2. A page similiar to figure 35 will be displayed.

3. click *RETURN TO PORTFOLIO* to finish viewing the information and returning to the portfolio.

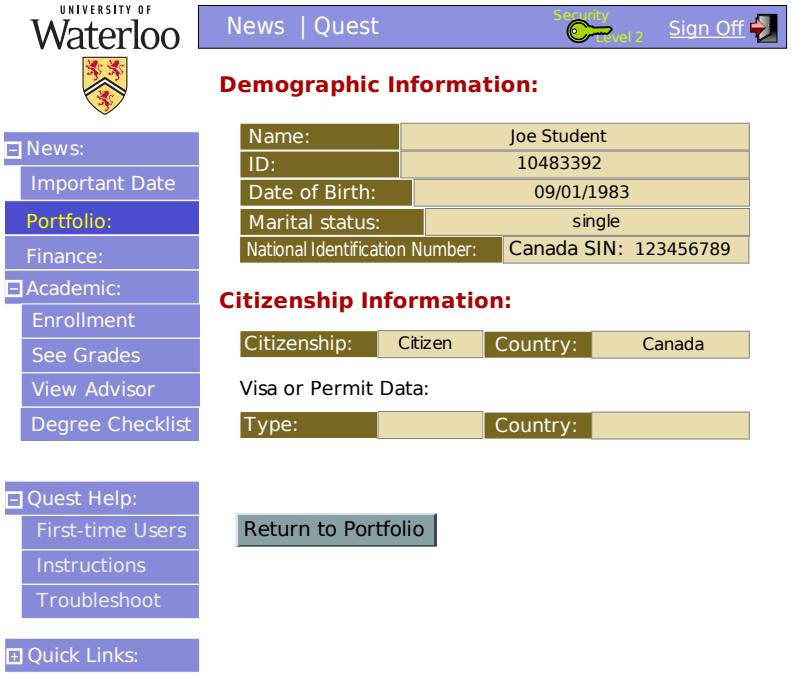

Figure 35: Demographic information page in the portfolio.

5.5 Viewing your financial information

Click *Finance* in the NP to see the following financial information screen similiar to figure 36 in the MP. The following use cases assume this to have been done already.

5.5.1 View your account by term

- Click on the term in the MP you wish to view to see a screen similiar to figure 37.

5.5.2 View your account details

1. Click on the term in the MP you wish to see the details of.
2. Click *View account details* to see the information summary of your account as illustrated in figure 38.

5.5.3 View your financial aid infomation

1. Click *Financial aid* in the NP to see a list of aid years in the MP.
2. Click on the aid year you wish to see more details on. A page similiar to figure 39 will be displayed.

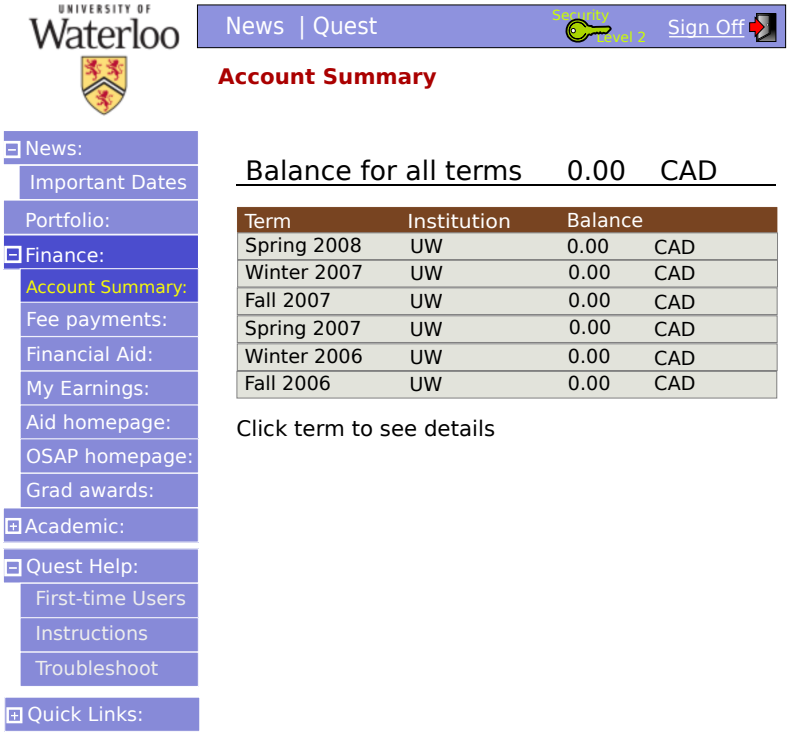

Figure 36: Finance page.

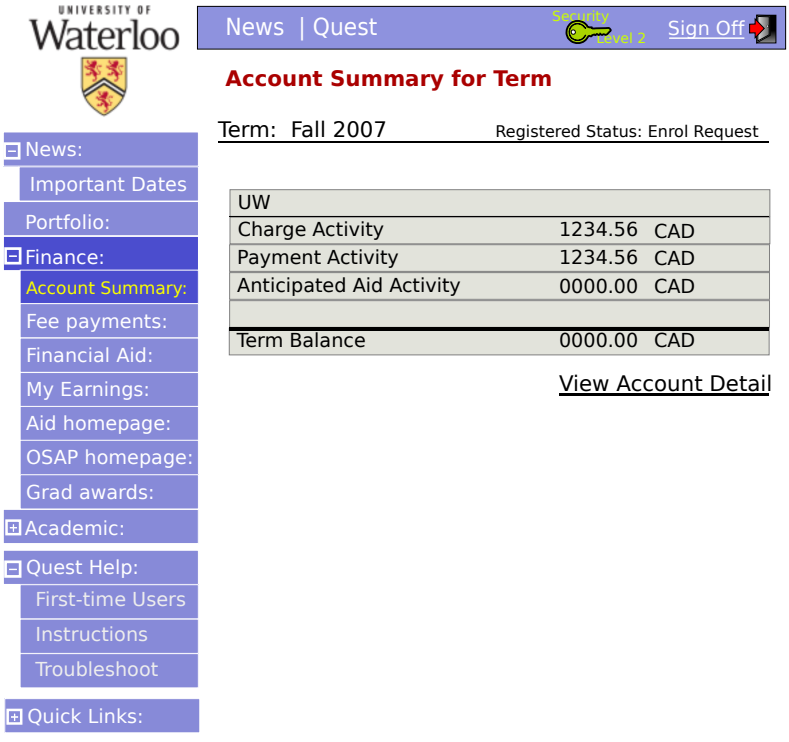

Figure 37: Term summary for your finances.

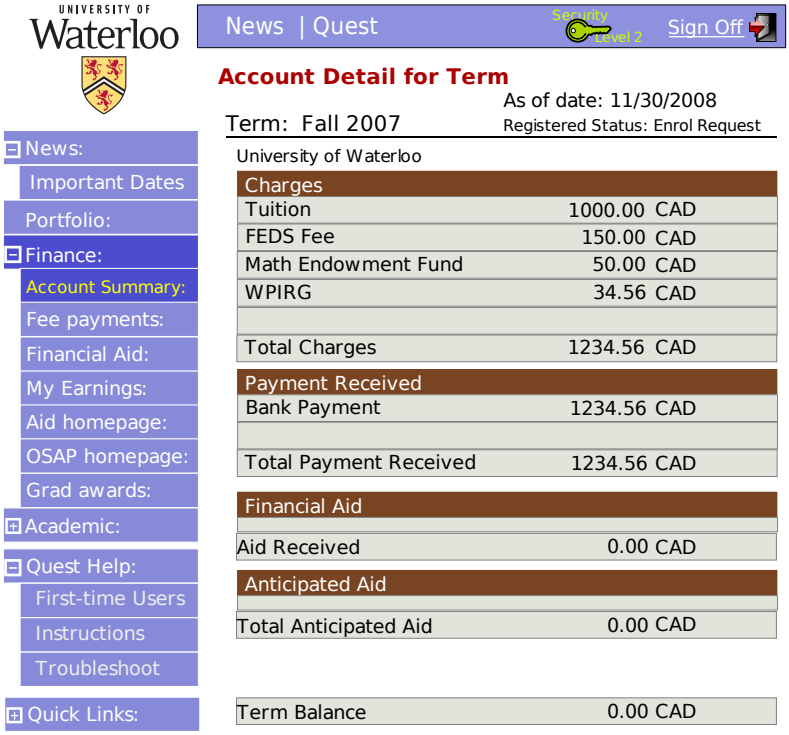

Figure 38: Detailed summary for your finance.

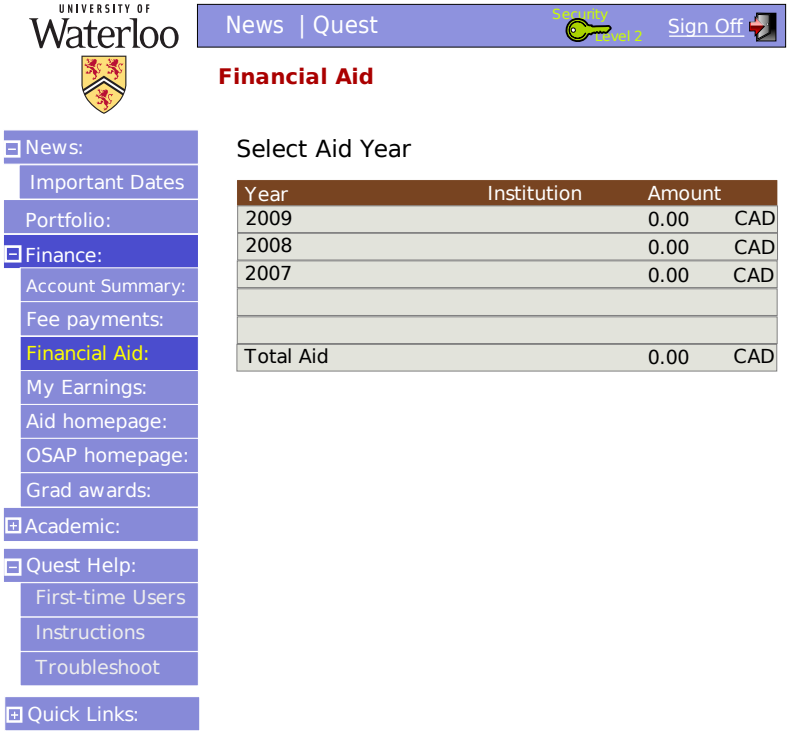

Figure 39: Financial aid page.

6 Advanced usage

6.0.4 Security Level

There are 2 security levels in Quest:

Level 1 You are only allowed to see class schedule and course catalogue without being asked for a password.

Level 2 You are allowed to perform all activities without being asked for a password.

When you have just logged onto Quest, your security level will be 2 as indicated by the green key icon at the top as illustrated in figure 40. However, when you have become inactive for 10 minutes, your security level will be reduced to 1 and the key icon will turn red. This measure ensures that user will not be hindered for non-security sensitive activities, but still provides security for sensitive activities.

Figure 40: Icon that indicates your browser's session security level.

The system polls the UWDir directory server for user name and password validation. So, there is an exponential delay for each failed login attempt. If your login failed, your account will not be locked out indefinitely, and but there is very time consuming wait for a malicious user to lock out your account. For the first time a login failed, you must wait 4 seconds, the second time 8 seconds, third time 17 seconds, etc... as the mathematical function:

$$\text{Delay in second} = \frac{3^{\text{Failed Attempt}}}{2} + 3$$

6.0.5 Service Holds

If you are under service holds, you will see a similar page to this after logging in: Pages affected will have a block icon displayed as illustrated in figure 41.

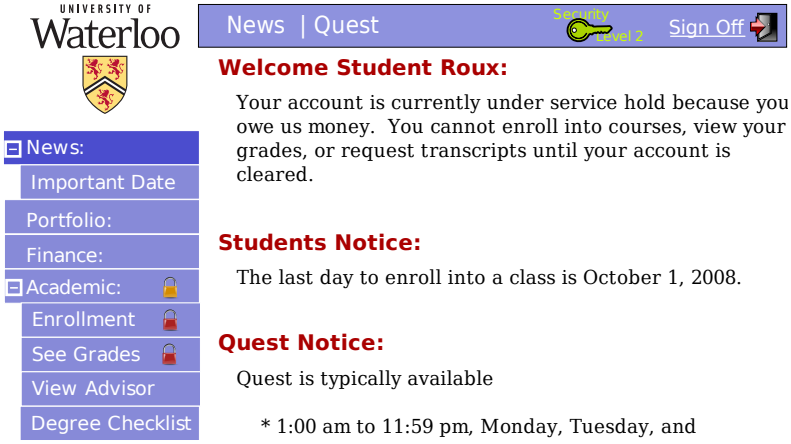

Figure 41: Icons that indicates service hold in active.